

Fig. 1

<u>computer-readable storage medium(s) of web server(s)</u>	
Conventional Modules	<u>Web Site</u>
	<u>Client Administration Modules</u>
	<u>Other Modules</u>
	Administrative Data For Macroentity Modules
	Designer / Editor Module
	Administrative Data For Subentity Modules
	Data For Subentity Modules
	Administrative Data For Aggregate Accounts Module
	Security System Module
	Formula Module
	Administrative Data For Groups Module
	Value Data For Group Modules
	Screen Displays Module
	Calculator Modules

Figure 2

<u>Administrative Data For Macroentity Module</u>
Information For Affiliated Subentities Module
name / address
name(s) of users and security-related right(s) of user(s), including password(s)

Figure 3

<u>Information For Affiliated Subentities Module</u>
Account 1 mapping instructions and identifier
Account 2 mapping instructions and identifier
Account 3 mapping instructions and identifier
...

Figure 4

<u>Administrative Data For Subentity Module</u>
Account Information Module and / or Macroentity affiliation
name / address
name(s) of users and security-related right(s) of user(s), including password(s)

Figure 5

<u>Data For Subentity Module</u>			
<u>Account Balances</u>	<u>Aggregate Account Values</u>	<u>Performance Indicator Values for Period</u>	<u>Performance Indicator Values for YTD</u>
Account 1 Balance	Aggregate Account 1 Value	Performance Indicator 1 Value	Performance Indicator 1 YTD Value
Account 2 Balance	Aggregate Account 2 Value	Performance Indicator 2 Value	Performance Indicator 1 YTD Value
Account 3 Balance	Aggregate Account 3 Value	Performance Indicator 3 Value	Performance Indicator 1 YTD Value
...	...	...	...

Figure 6

<u>Administrative Data For Aggregate Accounts Module</u>		
<u>Definitions For Aggregate Account 1</u>	<u>Definitions For Aggregate Account 2</u>	.
Identifier 1	Identifier 2	.
definition for Macroentity 1 (e.g., for each Subentity affiliated with Macroentity 1, Aggregate Account 1 is the sum of Account Balances 1-2 for the Subentity)	definition for Macroentity 1 (e.g., for each Subentity affiliated with Macroentity 2, Aggregate Account 2 is the sum of Account Balances 5-8 for the Subentity)	.
definition for Macroentity 2 (e.g., for each Subentity affiliated with Macroentity 2, Aggregate Account 1 is the sum of Account Balances 1-3 for the Subentity)	definition for Macroentity 2 (e.g., for each Subentity affiliated with Macroentity 2, Aggregate Account 2 is the sum of Account Balances 5-9 for the Subentity)	.
definition for Macroentity 3 (e.g., for each Subentity affiliated with Macroentity 3, Aggregate Account 1 is the sum of Account Balances 2-4 for the Subentity)	definition for Macroentity 3 (e.g., for each Subentity affiliated with Macroentity 3, Aggregate Account 2 is the sum of Account Balances 7-8 for the Subentity)	.
...	...	.

Figure 7

<u>Formula Module</u>	
<u>Formula 1</u>	<u>Formula 2B</u>
Formula Label 1	Formula Label 2
Formal Symbol 1	Formal Symbol 2
Equation 1 (includes one or more inputs selected from group including Account Balances, Aggregate Accounts and Formula Symbols, and output is Performance Indicator 1 (e.g., Performance Indicator 1 = Aggregate Account 1 Value + Aggregate Account 2 Value))	Equation 2 (includes one or more inputs selected from group including Account Balances, Aggregate Accounts and Formula Symbols, and output is Performance Indicator 2 (e.g., Performance Indicator 2 = Aggregate Account 1 Value + Aggregate Account 3 Value))

Figure 8

<u>Administrative Data For Groups Module</u>				
<u>Group 1</u>	<u>Group 2</u>	<u>Group 3</u>	<u>Group 4</u>	...
Subentity 1	Subentity 3	Subentity 1	Group 1	...
Subentity 2	Subentity 5	Group 2	Group 2	...
Subentity 3				

Figure 9

<u>Frame Of Reference Value Module</u>					
Frame Of Reference Values for Performance Indicator 1		Frame Of Reference Values for Performance Indicator 2		...	
<u>for Period</u>	<u>for YTD</u>	<u>for Period</u>	<u>for YTD</u>	...	...
Average Value	Average Value	Average Value	Average Value	...	...
Minimum Value	Minimum Value	Minimum Value	Minimum Value	...	...
Maximum Value	Maximum Value	Maximum Value	Maximum Value	...	...
Sum	Sum	Sum	Sum	...	...

Figure 10

<u>Rating Value Data Module for Group 2</u>					
<u>Performance Indicator 1</u>		<u>Performance Indicator 2</u>		...	
<u>for Period</u>	<u>for YTD</u>	<u>for Period</u>	<u>for YTD</u>	...	...
Rating Value for Subentity 3	Rating Value for Subentity 3	Rating Value for Subentity 3	Rating Value for Subentity 3	...	...
Rating Value for Subentity 5	Rating Value for Subentity 5	Rating Value for Subentity 5	Rating Value for Subentity 5	...	...

Figure 11

<u>Screen Displays Module</u>		
<u>for Macroentity 1</u>	<u>for Macroentity 2</u>	...
Screen Display 1A	Screen Display 2A	...
Screen Display 1B	Screen Display 2B	...
Screen Display 1C	Screen Display 2C	...
...	...	...

Figure 12

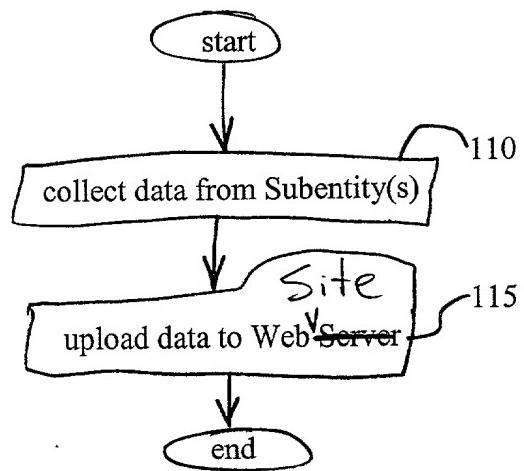


Figure 13

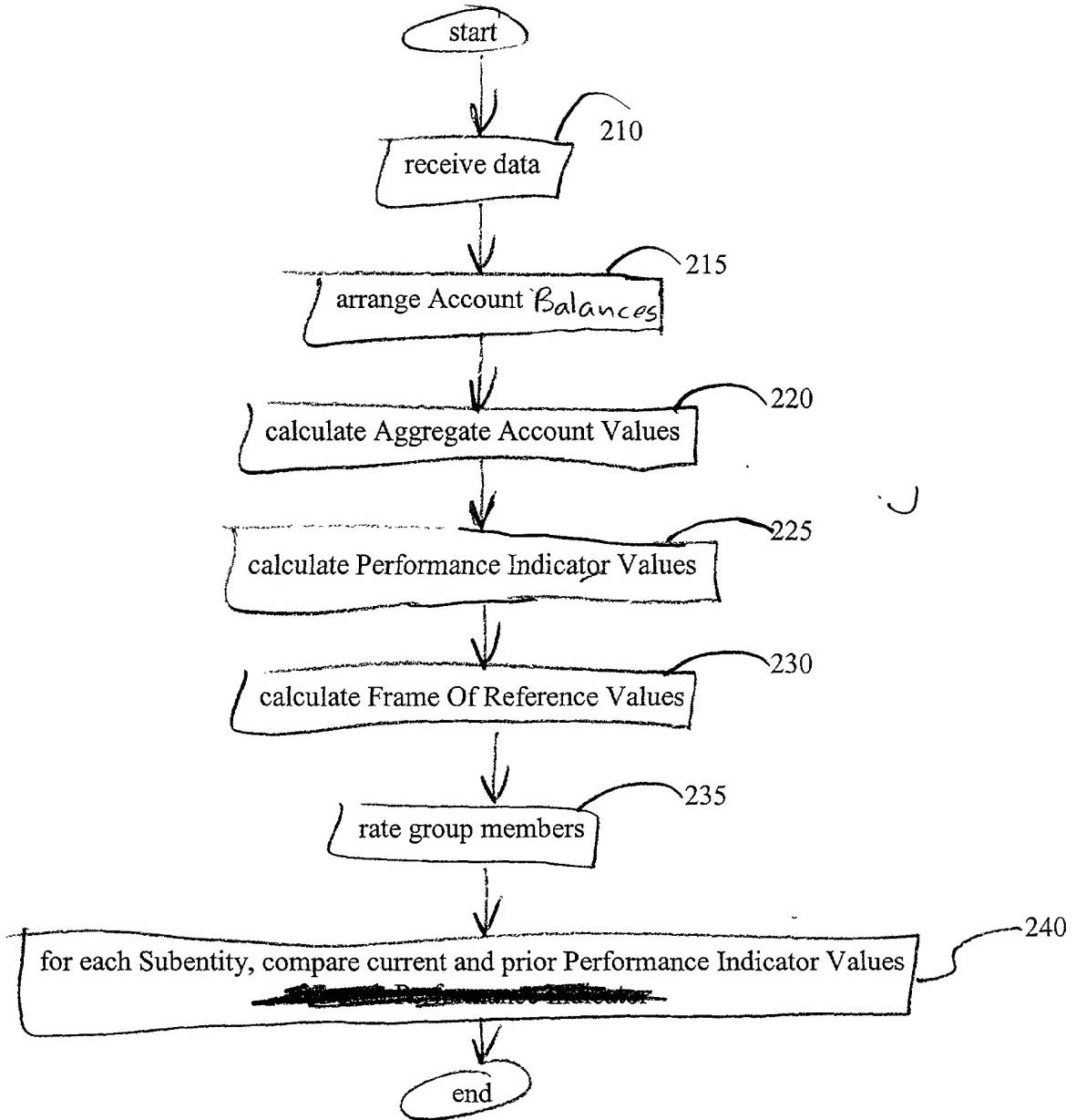


Figure 14

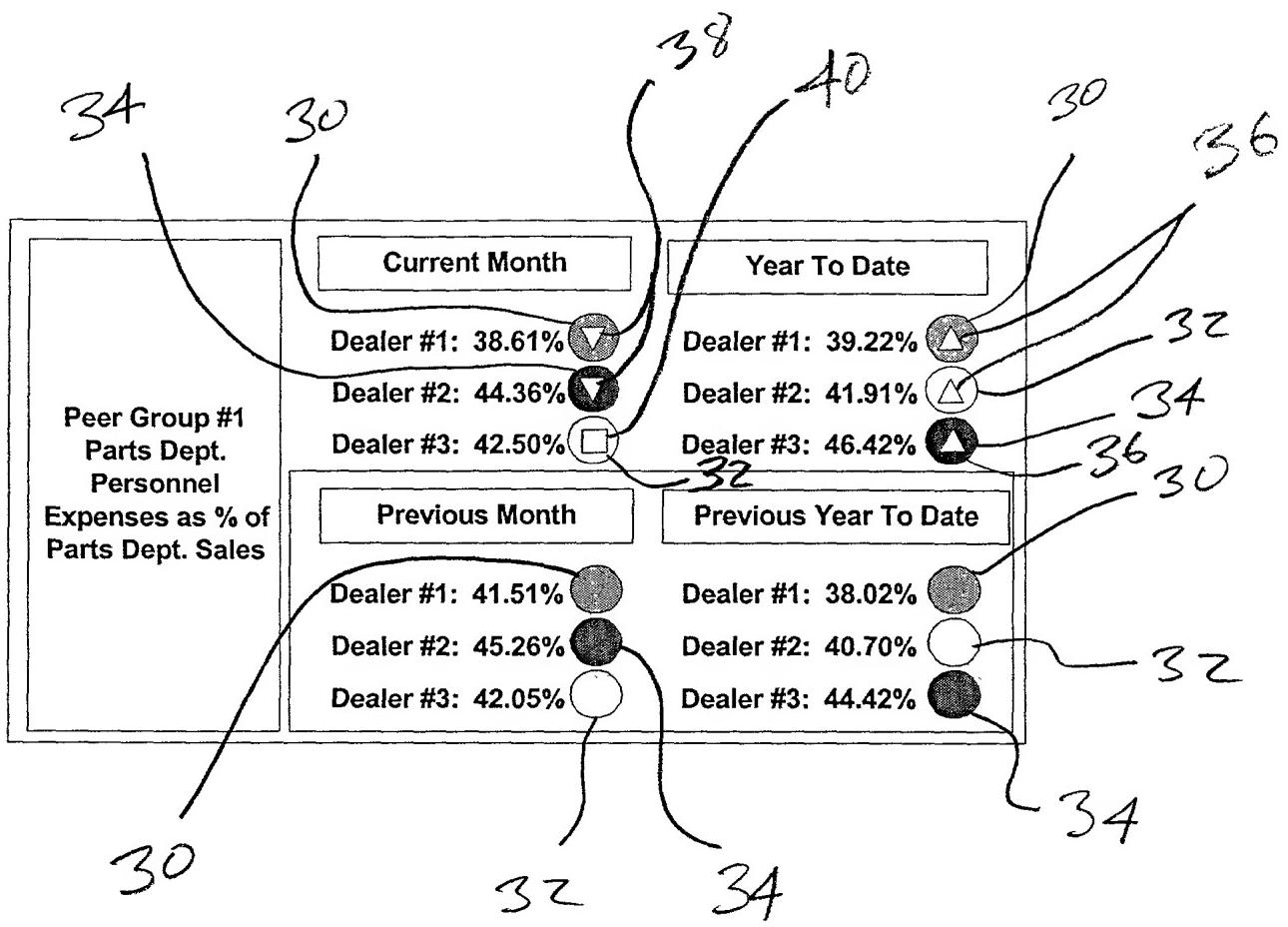
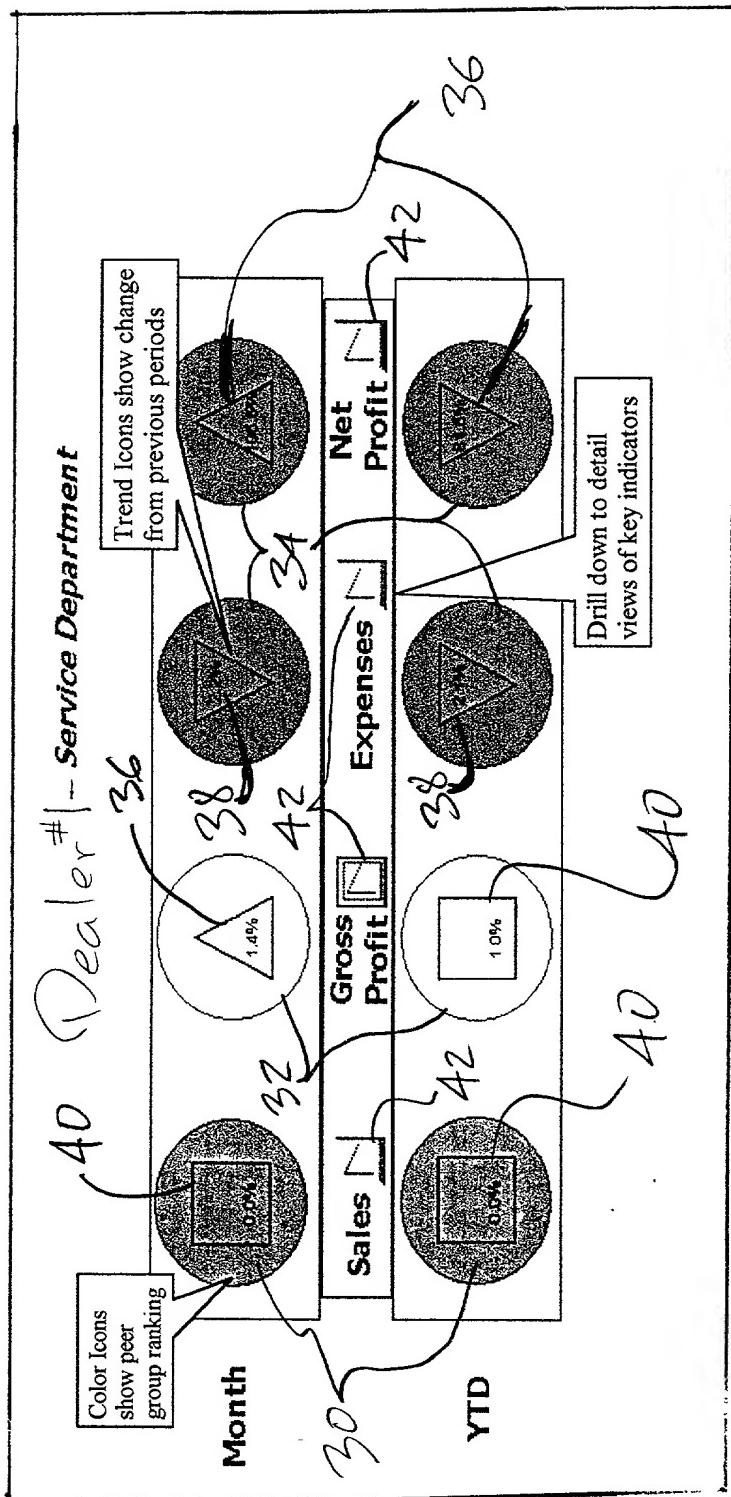


Figure 15

Figure 16



## Dealer #1 - Service Department

### Sales

	PERCENT OF TOTAL LABOR SALES
	YTD
Customer Pay Sales:	55.96%
Service Contract Sales:	.00%
Warranty Sales:	40.39%
Internal Sales:	3.66%

### Performance Indicators

Market Penetration:	22.87%	24.26%
Average Hrs. per Customer Pay R.Q.:	3.28	3.19
Warranty Receivables as % of Warranty Sls:	191.52%	170.65%
Parts Sales per \$1 Labor - Customer Pay:	\$1.34	\$1.19
Parts Sales per \$1 Labor - Warranty:	\$.38	\$.55
Parts Sales per \$1 Labor - Internal:	\$2.52	\$2.96
Technician Efficiency:	136.10%	
Shop Productivity:	73.50%	

Figure 17

*Dealer #1 - Service Department*

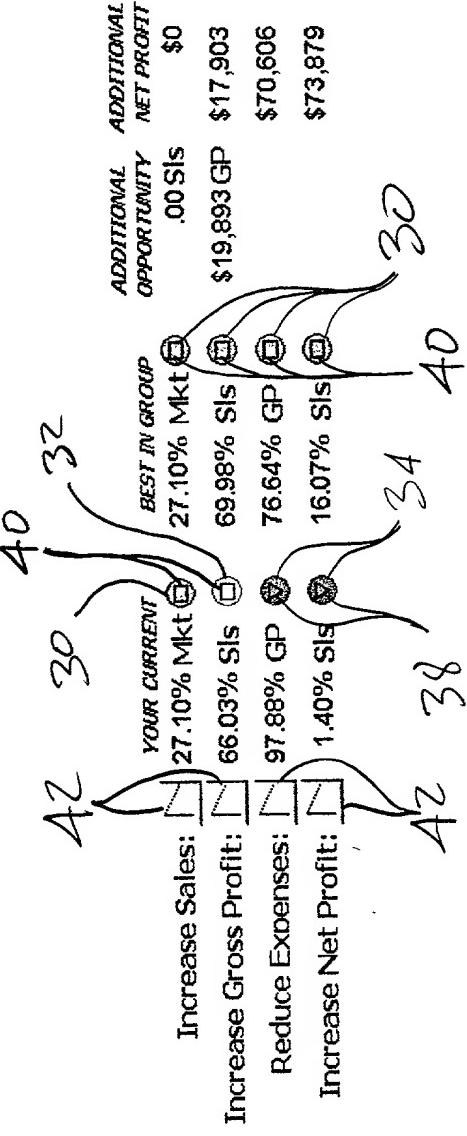
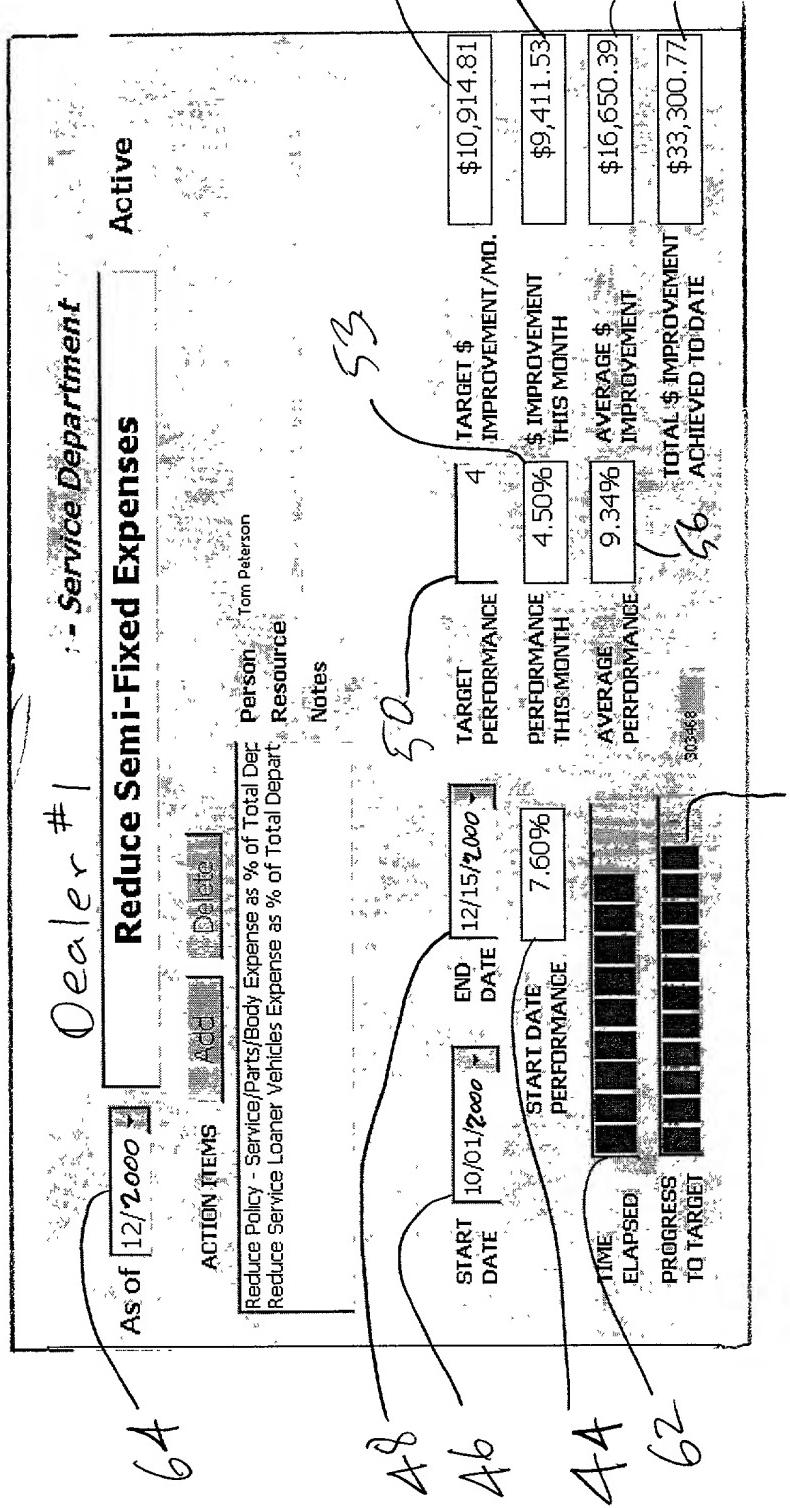


Figure 18

Figure 19



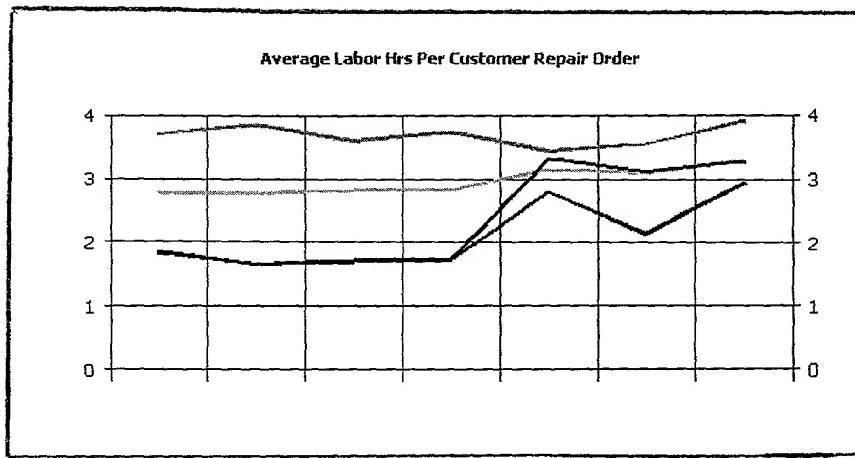


Figure 20